

## Appendix

### In the Claims:

Please amend claims 1, 3, 5 and 7-8 as follows:

1. (Currently amended) A system diagnosis apparatus that diagnoses system resources of a computer system, comprising:

an acquisition unit which acquires information on a utility rate of each system resource and a plurality of queues associated with the system resources, said queues each having a queue number being the number of programs, processes or demands waiting to be processed in each queue;

a memory unit that stores both a threshold of the utility rate and a threshold of the queue number for each system resource, wherein the thresholds represent the limits at which said system resources perform desired performances; and

a diagnosis unit that:

diagnoses that the performance of a selected system resource has lowered when the utility rate is higher than the threshold of the utility rate and the queue number is less than the threshold of the queue number, wherein the diagnosis unit transmits, to the computer system, information including upgrade recommendation information for replacing said selected system resource that is diagnosed to have low performance with an upgraded system resource; and

diagnoses that the number of the system resources is insufficient for said selected system resource when the utility rate is higher than the threshold of the utility rate and the queue number is greater than the threshold of the queue number, wherein the diagnosis unit transmits, to the computer system, information including upgrade recommendation information for adding to said selected system resource that is diagnosed to have low performance with an additional system resource;

a system resource determining unit which determines a system resource capable of giving the desired performance when it is diagnosed by said diagnosis unit that the performance of the system resource has lowered, or determines a number of the system resources capable of giving the desired performance when it is diagnosed by said system diagnosis unit that the number of the system resources is insufficient; and

an ordering unit which orders the system resource determined by said system resource determining unit as the system resource for upgrading.

2. (Cancelled)

3. (Original) The system diagnosis apparatus according to claim 21, wherein said ordering unit transmits, utilizing a network, the ordering information on the system resources to a device installed at the supplier of the system resources.

4. (Original) The system diagnosis apparatus according to claim 1, further comprising a notifying unit which notifies, utilizing a network, the result of diagnosis by said diagnosis unit to the user of the system.

5. (Previously presented) A system diagnosis apparatus according to claim 21, wherein

said memory unit stores in correlation to each of said system resource a flag indicating a necessity or not of an upgrade, which necessity is judged by a user, and

said ordering unit orders only the system resources that have a flag indicating the necessity of the upgrade of the system resources as determined by said system resource determining unit.

6. (Previously presented) The system diagnosis apparatus according to claim 1, wherein

said acquisition unit acquires information on a response time of the system resources in addition to the utility rate and the queue number,

said memory unit stores a threshold of the response time, which threshold represents the limit at which said system resource exhibits a desired performance, in addition to the thresholds of the utility rate and the queue number, and

said diagnosis unit makes the diagnosis on the basis of the result of comparison between the acquired response time and the threshold of the response time.

7. (Currently Amended) A system diagnosis method for diagnosing system resources of a computer system, comprising the steps of:

acquiring information on a utility rate of each system resource and a plurality of queues associated with the system resources, said queues each having a queue number being the number of programs, processes or demands waiting to be processed in each queue;

storing both a threshold of the utility rate and a threshold of the queue number for each system resource, wherein the thresholds represent the limits at which said system resources perform desired performances;

diagnosing that the performance of a selected system resource has lowered when the utility rate is higher than the threshold of the utility rate and the queue number is less than the threshold of the queue number, and transmitting, to the computer system, information including upgrade recommendation information for replacing said selected system resource that is diagnosed to have low performance; ~~and~~

diagnosing that the number of the system resources is insufficient for said selected system resource when the utility rate is higher than the threshold of the utility rate and the queue number is greater than the threshold of the queue number and transmitting, to the computer system, information including upgrade recommendation information for adding

to said selected system resource that is diagnosed to have low performance;

determining a system resource capable of giving the desired performance when it is diagnosed that the performance of the system resource has lowered, or determining a number of the system resources capable of giving the desired performance when it is diagnosed that the number of the system resources is insufficient; and  
ordering the determined system resource as the system resource for upgrading.

8. (Currently Amended) A computer-readable recording medium recording a system diagnosis program for diagnosing system resources of a computer system, for causing the computer to execute the steps of:

acquiring information on a utility rate of each system resource and a plurality of queues associated with the system resources, said queues each having a queue number being the number of programs, processes or demands waiting to be processed in each queue;

storing both a threshold of the utility rate and a threshold of the queue number for each system resource, wherein the thresholds represent the limits at which said system resources perform desired performances;

diagnosing that the performance of a selected system resource has lowered when the utility rate is higher than the threshold of the utility rate and the queue number is less than the threshold of the queue number and transmitting, to the computer system, information including upgrade recommendation information for replacing said selected

system resource that is diagnosed to have low performance; ~~and~~

diagnosing that the number of the system resources is insufficient for said selected system resource when the utility rate is higher than the threshold of the utility rate and the queue number is greater than the threshold of the queue number and transmitting, to the computer system, information including upgrade recommendation information for adding to said selected system resource that is diagnosed to have low performance;

determining a system resource capable of giving the desired performance when it is diagnosed that the performance of the system resource has lowered, or determining a number of the system resources capable of giving the desired performance when it is diagnosed that the number of the system resources is insufficient; and

ordering the determined system resource as the system resource for upgrading.